

Tenant Rental Assistance

Certification System (TRACS)

Manual Voucher Submission Application Quick Reference Guide For Industry

January 2002



U.S. Department of Housing and Urban Development

Office of Multifamily Housing Programs 451 Seventh Street SW Washington, DC

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Introduction

Welcome to the industry's quick reference guide for the **TRACS Manual Voucher Submission** application. This guide provides step-by-step instructions on accessing and using the TRACS Manual Voucher application. This guide is intended for industry and Contract Administrators (CAs).

The Manual Voucher Submission application enables use of the Internet to submit voucher summaries to TRACS when the facility for submitting this information using the regular batch process is unavailable. This is not an alternative to batch submission in that special claims and miscellaneous accounting transactions are not supported by the Manual Voucher Submission application.

Owner/Agents (O/As) and Contract Administrators (CAs) who have previously been paid through TRACS may electronically submit their manual vouchers through the Internet to be reviewed and approved by HUD staff. If no vouchers have been previously paid through TRACS, the O/A or CA must request entry of the manual voucher by their HUD field office.

Objectives

By the end of this guide, you will be able to:

- Understand the background of the TRACS Voucher Processing System.
- Understand how to access, create, correct, and delete manual vouchers using the Manual Voucher Submission application.

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Overview

When Payments was added to the TRACS Voucher Processing system in 1997, Housing made the decision that only one voucher would be accepted per contract per month. Any adjustments required to a voucher already submitted and paid would be carried forward to subsequent vouchers. The one voucher per month model has not covered all of the cases in which owners or management agents required payments.

There have been occasions when owners or management agents were unable to successfully submit both the vouchers and the supporting certifications to TRACS in time to avoid financial distress. In these cases manual payments have been approved, and they were paid directly from LOCCS. Whenever this occurred, there was no feedback to TRACS leaving a void in the payment history for the contract in TRACS. Housing now has the requirement to provide in TRACS for the entry of manual vouchers from the Intranet and Internet. This expansion of TRACS will virtually eliminate the need for manual payments through LOCCS for regular voucher payments.

System Design

The Manual Voucher Submission option will be displayed on the TRACS Internet Applications Main Menu. The link, called <u>Voucher Submission</u>, displays a **Voucher Submission Menu** with three option links: <u>Correct an Existing Voucher</u>, <u>Create a New Voucher</u>, and <u>Delete a Voucher</u>. Upon selecting one of the links, the system displays a **Voucher Submission Query** screen, and allows users to select *Subsidy Type*, enter *Contract Number* and/or *Project Number*, and enter a *Voucher Date*.

Security and User Access

Registration is required prior to gaining access to the Tenant Rental Assistance Certification System (TRACS) Internet applications. As these applications provide access to sensitive financial and personal information, security features have been implemented to ensure access is granted only to authorized entities/individuals. Only after registering in HUD's Secure Systems, being added to the system, receiving a user ID, and being assigned a system role can an Internet user access TRACS Internet applications.

Further restrictions apply regarding system access for a specific property. Before permitting access to TRACS Voucher, Certification, and Tenant Unit Address data for a property, a user must be assigned to that property by the coordinator of the owning entity.

Each trusted business partner, or their authorized agent, interested in using these applications must first successfully complete a registration process with HUD. There are two types of TRACS Internet users: coordinators and users. In most cases coordinators perform only system administration functions. These functions include establishing their profile as a coordinator to TRACS or other systems, activating the user, assigning the user's role and access to the applicable property. A user is someone other than the coordinator, either an employee of the owner or a third party, who has registered for a user ID from HUD and has been authorized to access TRACS Voucher and/or Certification data for a property (or properties) by the coordinator of the owning entity.

The following seven steps outline the registration process.

- 1. **Coordinator**(s) for a HUD trusted business partner submits an on-line registration application form for their coordinator user ID to HUD using HUD's **Secure Systems**.
- 2. **User**(s) for a trusted business partner submits an on-line registration application form for their user ID to HUD using HUD's **Secure Systems**.
- 3. **HUD** approves/denies application for coordinator registration and returns correspondence by mail to the CEO of the owning entity or the organization named in the registration application. The mailed response contains information necessary for coordinator registration in Secure Systems.
- 4. **Coordinator** logs into Secure Systems and establishes their profile as coordinator to TRACS and/or other systems.
- 5. After submitting their registration, **user**(s) notify the coordinator for the owning entity under which they registered.

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- 6. The **coordinator** accesses Secure Systems, retrieves the user information, and assigns role(s) and property access rights for the user(s).
- 7. Authorized **user**(s) log-in to Secure Systems and access authorized information via the TRACS Internet application(s).

Once you are established as a coordinator or user, return to this guide for step-by-step instructions on using the TRACS Manual Voucher Submission application. Users can only correct, create or delete vouchers associated with the contract/project for which the user ID has been linked.

Accessing the Manual Voucher Option

Access the HUD Multifamily Secure Systems by entering the following URL in the *Location* field of your browser:

https://hudapps.hud.gov/HUD_Systems/



Note: Bookmark this site for quick future access!

To access TRACS Internet Query Applications:

1. Enter the URL displayed above, and the **User Login** screen displays.



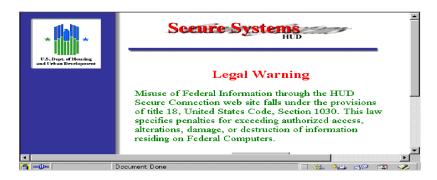
- 2. Enter your User ID (User Name) and Password.
- 3. Click on _____, and the **Legal Warning** screen displays.

OR

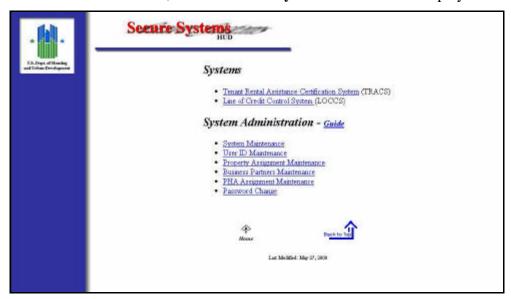
Click on Cancel to enter a different *User Name* and *Password*.



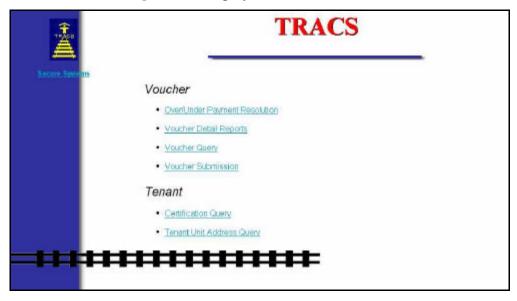
Note: The User ID must be entered all in uppercase format and the password is case-sensitive. The User ID will be your **M-**ID assigned by Secure Systems.



4. Click on Continue, and the **Secure Systems HUD** screen displays.



5. Click on the <u>Tenant Rental Assistance Certification System</u> link, and the **TRACS Home Page** screen displays.



Listed below this heading are the links to <u>Over/Under Payment Resolution</u>, Voucher <u>Detail Reports</u>, <u>Voucher Query</u>, <u>Voucher Submission</u>, <u>Certification Query</u>, and <u>Tenant Unit Address Query</u>.

Creating Manual Vouchers

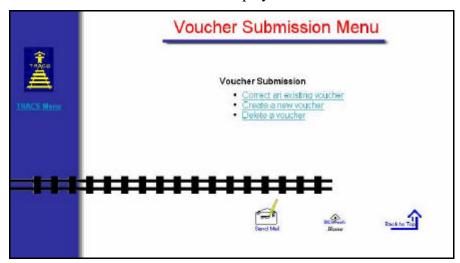
The TRACS Manual Voucher Submission application allows users to create manual vouchers online and submit to HUD for review and approval, if the voucher for the contract or project was previously paid through TRACS.

From the **Voucher Submission Menu** screen, click on the <u>TRACS Menu</u> link in the blue side bar to return to the **TRACS Main Menu**.

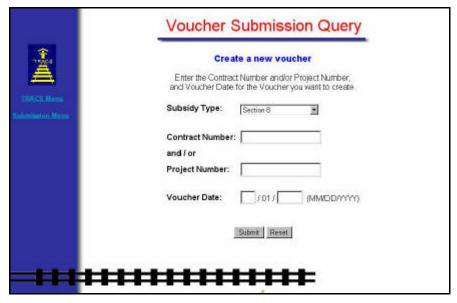
From the **Voucher Submission Query** screen, click on the <u>Submission Menu</u> link in the blue side bar to return to the **Voucher Submission Menu**.

To create and submit a manual voucher:

1. From the **TRACS Main Menu**, click on the <u>Voucher Submission</u> link, and the **Voucher Submission Menu** screen displays.



2. Select the <u>Create a new voucher</u> link, and the **Voucher Submission Query** - **Create a New Voucher** screen displays.



- 3. Select Subsidy Type from the drop-down list:
 - Section 8
 - Rent Supplement
 - RAP
 - Section 202 PRAC
 - Section 811 PRAC
 - Section 202/162 PAC
- 4. Enter Contract Number (for Section 8, 202 PAC, 202 or 811 PRAC).
- 5. Enter *Project Number* (for Rent Supplement or RAP).
- 6. Enter Voucher Date (MM/YYYY).
- 7. Click on Submit, and the Voucher Submission Summary Create a Voucher screen displays.

The screen automatically displays contract information entered from a previously submitted voucher. If a voucher already exists for the voucher period entered, the system will display a message stating that the voucher for the contract and the voucher period entered already exists.

When Subsidy Type is not = to Section 8, the following screen displays.

Voucher Su	ubmission Summary
Cres	ate New Voucher
Project Name: Project Number; Subsidy Type: Voucher Date:	TEST COURT I 99999999 Rent Supplement 08/01/2001
CONTRACT INFORMATION	
Management Agent Name:	TEST MANAGEMENT, INC.
Management Agent EIN Number:	
GENERAL OCCUPANCY INFORMATION (Contract Specific)	
Total Units in Contract:	20
* Number of Units Receiving Subsidy Under Contract	1: 20
* Number of Units Vacant Under Contract:	0
"Number of Units Occupied By Market Rent Tenants:	i: 0

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When Subsidy Type = Section 8, the following sections display.

ective on or after 10/1/1981)		
Project-Based Exceptions In Use:	D	
Project-Based Exceptions Allocated:	D	
Tenant-Based Exceptions In Use;	o	
Total Exceptions:	0	
Date Field Office Last Changed Allocations for Project-Based Exceptions (MM/DDYYYY)		
ENANT INCOME INFORMATION	el kilderinde och	
nly for Sec. 8 contracts effective before 10/1	/1981)	
Number of Units Leased to Low Income Families v	PMDEA.	0
 began receiving Sec. 8 on or after 8/1/1984; were not very low income at the time they b 		je.

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When working with CA-administered contracts, the following section displays for CAs.

* Total Regular Payment Amount Approved by CA:	o .
*Total Adjusted Payment Amount Approved by CA:	0
Total Voucher Amount Approved by CA:	0
Amount Applied to Mortgage:	g 00
Amount Applied to Debts:	0 00
Amount Paid to Project:	0 00
Amount Released from Reserves:	0 00
* Voucher Approved Date (MM/DD/YYYY)	
Amount of Correction:	la Company

The **Voucher Submission Summary** screen is divided into sections. The top part of the screen, or header, displays information containing the *Contract Number* (for Section 8, PRAC, and PAC vouchers only), *Project Name, Project Number, Subsidy Type*, and *Voucher Date*. The main sections of the screen represent **Contract Information**, **General Occupancy Information**, **Payment Requested**, and **Owner's Certification**.

For Section 8, the screen displays two additional sections: **Exceptions to Limitations on Admission of Lower-Income Families, for sec. 8 contracts effective on or after 10/01/1981, and Tenant Income Information, for sec. 8 contracts effective before 10/01/1981**. The *Management Agent's Name* is automatically populated when entering the *Project Number;* however, this field can be edited. If the EIN has been associated with the *Management Agent Name* and stored in the database, it will also automatically display when entering the *Project Number* or *Contract Number*. This field can also be edited.

The section that will display for CAs only is **Additional Information for CA-Submitted Vouchers.**

Note: All fields labeled with an asterisk are mandatory fields.

Contract Information

- 8. Edit *Management Agent's Name* (if applicable).
- 9. Edit Management Agent EIN Number (if applicable).

General Occupancy Information

- Note: Total Number of Units is displayed on the screen as a non-editable field.
 - 10. Enter Number of Units Receiving Subsidy Under Contract.
 - 11. Enter Number of Units Vacant Under Contract.
 - 12. Enter Number Of Units Occupied by Market Rent Tenants.

Payment Requested

- Note: Number of Units in Billing automatically display after entering General Occupancy information.
 - 13. Enter Regular Tenant Assistance Payment Amount Requested.
 - 14. Enter Adjustments to Regular Tenant Assistance Payments-Number Of Units in Billing.
 - 15. Enter Amount Requested.
- Note: Total Payment Requested Amount is automatically calculated by the system and displays on the screen.

Exceptions to Limitations on Admission of Lower-Income Families (Only for Sec. 8 contracts effective on or after 10/01/1981) (displays for Section 8 only)

- 16. Enter *Project-Based Exceptions In Use*.
- 17. Enter *Project-Based Exceptions Allocated*.
- 18. Enter Tenant-Based Exceptions In Use.
- Note: Total Exceptions is automatically calculated by the system and displays on the screen.
 - 19. Enter Date Field Office Last Changed Allocations for Project-Based Exceptions (mm/dd/yyyy).

<u>Tenant Income Information (Only for Sec. 8 contracts effective before 10/1/1981) (displays for Section 8 only)</u>

20. Enter Number of Units Leased to Low Income Families who began receiving Sec. 8 on or after 08/01/1984; and were not very low income at the time they began to receive Sec. 8.

<u>Additional Information For CA-Submitted Vouchers</u> (*displays for CAs only*)

21. Enter Total Adjusted Payment Amount Approved by CA.

- 22. Enter Amount Applied to Mortgage.
- 23. Enter Amount Applied to Debts.
- 24. Enter Amount Paid to Project.
- 25. Enter Amount Released from Reserves.
- 26. Enter Voucher Approved Date (mm/dd/yyyy).
- 27. Enter Amount of Correction.

Owner's Certification

- 28. Enter Owner Signed Name.
- 29. Enter Owner Signed Title.
- 30. Enter Owner Signed Date.
- 31. Enter Owner Signed Phone Number.

Submission Query screen.

32. Click on Submit, and the "Voucher creation was successful" screen displays.

OR

Click on Return to Voucher Submission Queny to return to the Voucher

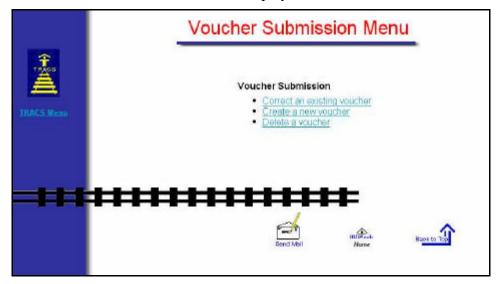
Note: Clicking on Return to Voucher Submission Query cancels the transaction and does not save the data.

Correcting Manual Vouchers

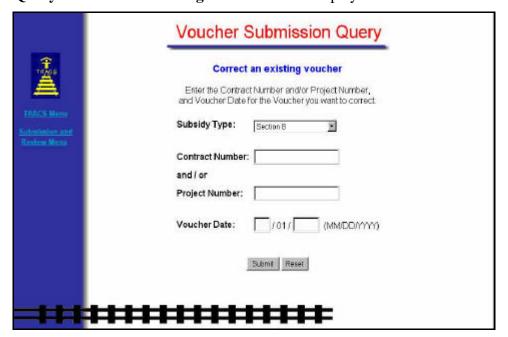
The TRACS Manual Voucher Submission application allows users to view and edit existing manual vouchers that have already been submitted through the manual voucher submission application, but have not been approved.

To correct manual vouchers:

1. From the **TRACS Main Menu**, click on the <u>Voucher Submission</u> link, and the **Voucher Submission Menu** screen displays.



2. Select the <u>Correct an existing voucher</u> link, and the **Voucher Submission Query – Correct an existing voucher** screen displays.



- 3. Select Subsidy Type from the drop-down list:
 - Section 8
 - Rent Supplement
 - RAP
 - Section 202 PRAC
 - Section 811 PRAC
 - Section 202/162 PAC
- 4. Enter Contract Number (for Section 8, 202 PAC, 202 or 811 PRAC).
- 5. Enter *Project Number* (for Rent Supplement or RAP).
- 6. Enter Voucher Date (MM/YYYY).
- 7. Click on Submit, and the Voucher Submission Summary Correct Existing Voucher screen displays.

The screen displays information previously entered when the voucher was originally submitted through the Manual Voucher Submission application.

If the voucher has been submitted and approved, the screen displays a message stating that the voucher for the month entered has been approved for payment and cannot be corrected. If the voucher cannot be found based on search criteria submitted, the system displays a message stating the voucher was not found.

When Subsidy Type is not = to Section 8, the following screen displays.

	Voucher Su	bmission Summary
	Correct	Existing Voucher
Contract Number: Project Name: Project Number: Subsidy Type: Voucher ID: Voucher Date:	TT00T000001 TEST MGMT 9999999 Section 8 0112008664 12/01/2001	
CONTRACT INFORM		
Management Ager Management Ager	S2450022	TIME NGHT
CA ID:	Ì	TT999
GENERAL OCCUPA (Contract Specific)	NCY INFORMATION	
Total Units in Contra	act:	37
* Number of Units R	eceiving Subsidy Under Contract:	20
Number of Units Va	cant Under Contract:	О
Number of Units Oc	cupied By Market Rent Tenants:	0

* Regular Tenant Assistance Payment for 08/		umber of Units in Billing 20	Amount Reque	one.
* Adjustments to Regular Tenant Assistance	Payments:	2	0	
Total Payment Req	uested:		3717	
OWNER'S CERTIFICATION				
* Owner Signed Name:	В			
* Owner Signed Title:	ACCOUNTANT			
* Owner Signed Date:	11 / 04 / 2001			
* Owner Signed Phone Number:	555-555-55	155		
abels with asterisk (*) are mandatory.				
	Submit			

When Subsidy Type = Section 8, the following sections display.

effective on or after 10/1/1981)			
Project-Based Exceptions In Use:	0		
Project-Based Exceptions Allocated:	0		
Tenant-Based Exceptions In Use:	D		
Total Exceptions:	0		
Date Field Office Last Changed Allocations for Project-Based Exceptions (MM/DD/YYYY)	01 / 01 / 1997		
ENANT INCOME INFORMATION Only for Sec. 8 contracts effective before 10/1	/1981)		
Number of Units Leased to Low Income Families v 1. began receiving Sec. 8 on or after 8/1/1984; a 2. were not very low income at the time they b	ind	0	

When working with CA-administered contracts, the following section displays for CAs.

* Total Regular Payment Amount Approved by CA:	400
* Total Adjusted Payment Amount Approved by CA:	О
Total Voucher Amount Approved by CA:	400
Amount Applied to Mortgage:	0 00
Amount Applied to Debts:	0,00
Amount Paid to Project:	0, 00
Amount Released from Reserves:	0, 00
* Voucher Approved Date (MM/DD/YYYY)	12 / 01 / 2001
Amount of Correction:	O

The **Voucher Submission Summary** screen is divided into sections. The top part of the screen, or header, displays information containing the *Contract Number* (for Section 8, PRAC, and PAC vouchers only), *Project Name, Project Number, Subsidy Type*, and *Voucher Date*. The main sections of the screen represent **Contract Information**, **General Occupancy Information**, **Payment Requested**, and **Owner's Certification**.

For Section 8, the screen displays two additional sections: **Exceptions to Limitations on Admission of Lower-Income Families, for sec. 8 contracts effective on or after 10/01/1981, and Tenant Income Information, for sec. 8 contracts effective before 10/01/1981.** The *Management Agent's Name* is automatically populated when entering the *Project Number;* however, this field can be edited, if applicable. If the EIN has been associated with the *Management Agent Name* and stored in the database, it will also automatically display when entering the *Project Number* or *Contract Number*. This field can also be edited, if applicable.

The section that will display for CAs only is **Additional Information for CA-Submitted Vouchers.**

All fields are available for editing. You may edit one field or many fields, as necessary.

Contract Information

- Note: All fields labeled with an asterisk are mandatory fields.
 - 8. Edit Management Agent's Name, if applicable.
 - 9. Edit Management Agent EIN Number, if applicable.

General Occupancy Information

- Note: Total Number of Units is displayed on the screen as a non-editable field.
 - 10. Edit Number of Units Receiving Subsidy Under Contract.
 - 11. Edit Number of Units Vacant Under Contract.
 - 12. Edit Number Of Units Occupied by Market Rent Tenants.

Payment Requested

- Note: Number of Units in Billing for Regular Tenant Assistance Payments for the voucher date entered will be automatically displayed after entering General Occupancy information.
 - 13. Edit Regular Tenant Assistance Payment Amount Requested.
 - 14. Edit Adjustments to Regular Tenant Assistance Payments-Number Of Units in Billing.
 - 15. Edit *Amount Requested*.

Note: Total Payment Requested Amount is automatically calculated by the system and displays on the screen.

Exceptions to Limitations on Admission of Lower-Income Families (Only for Sec. 8 contracts effective on or after 10/01/1981) (displays for Section 8 only)

- 16. Edit *Project-Based Exceptions In Use*.
- 17. Edit *Project-Based Exceptions Allocated*.
- 18. Edit Tenant-Based Exceptions In Use.
- Note: Total Exceptions is automatically calculated by the system and displays on the screen.
 - 19. Edit Date Field Office Last Changed Allocations for Project-Based Exceptions (mm/dd/yyyy).

<u>Tenant Income Information (Only for Sec. 8 contracts effective before 10/1/1981)</u> (displays for Section 8 only)

20. Edit Number of Units Leased to Low Income Families who began receiving Sec. 8 on or after 08/01/1984; and were not very low income at the time they began to receive Sec. 8.

<u>Additional Information For CA-Submitted Vouchers (displays for CAs only)</u>

- 21. Edit Total Adjusted Payment Amount Approved by CA.
- 22. Edit Amount Applied to Mortgage.
- 23. Edit Amount Applied to Debts.
- 24. Edit Amount Paid to Project.
- 25. Edit Amount Released from Reserves.
- 26. Edit Voucher Approved Date (mm/dd/yyyy).
- 27. Edit Amount of Correction.

Owner's Certification

- 28. Edit Owner Signed Name.
- 29. Edit Owner Signed Title.
- 30. Edit Owner Signed Date.
- 31. Edit Owner Signed Phone Number.
- 32. Click on Submit, and the "Voucher correction was successful" screen displays.

OR

Click on Return to Voucher Submission Query to return to the **Voucher Submission Query** screen.

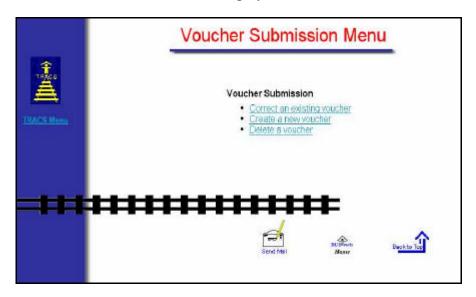
Note: Clicking on Return to Voucher Submission Query cancels the transaction and does not save the corrections.

Deleting Manual Vouchers

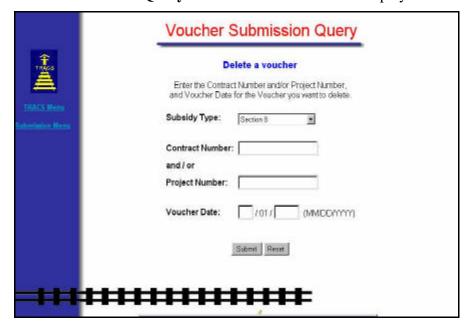
The TRACS Manual Voucher Submission application allows users to delete manual vouchers online. A voucher can only be deleted if it was submitted through the Manual Voucher Submission application, and has not been approved. In addition, the voucher **must be** deleted before TRACS nightly process sends the information to LOCCS for payment.

To delete a manual voucher:

1. From the **TRACS Main Menu**, click on the <u>Voucher Submission</u> link, and the **Voucher Submission Menu** screen displays.

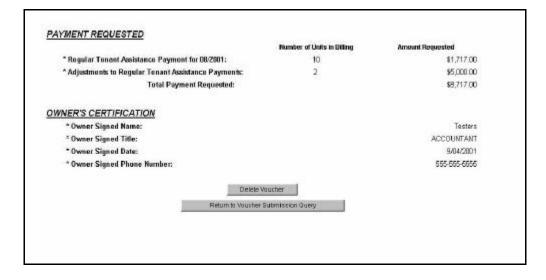


2. From the **Voucher Submission Menu**, select the <u>Delete a voucher</u> link, and the **Voucher Submission Query - Delete a voucher** screen displays.



- 3. Select *Subsidy Type* from the drop-down list:
 - Section 8
 - Rent Supplement
 - RAP
 - Section 202 PRAC
 - Section 811 PRAC
 - Section 202/162 PRAC
- 4. Enter Contract Number (for Section 8, 202 PAC, 202 or 811 PRAC).
- 5. Enter *Project Number* (for Rent Supplement or RAP).
- 6. Enter Voucher Date (MM/YYYY).
- 7. Click on Submit, and the Voucher Submission Summary Delete a Voucher screen displays.





For Section 8, the following sections display.

or after 10/1/1981)	
Project-Based Exceptions In Use:	В
Project-Based Exceptions Allocated:	9 10
Tenant-Based Exceptions In Use:	10
Total Exceptions:	11
Date Field Office Last Changed Allocations for Project-Based Exceptions (MM/DD/YYYY)	
ENANT INCOME INFORMATION Inly for Sec. 8 contracts effective before 10/1/1981)	
Number of Units Leased to Low Income Families who: 1. began receiving Sec. 8 on or after 8/1/1984; and 2. were not very low income at the time they began to receive Sec.8	12

For CA-administered contracts, the following section will display for CAs only.

Total Regular Payment Amount Approved by CA:	\$100.00
Total Adjusted Payment Amount Approved by CA:	\$500.00
Total Voucher Amount Approved by CA:	\$600.00
Amount Applied to Mortgage:	90.00
Amount Applied to Debts:	90.00
Amount Paid to Project:	80.00
Amount Released from Reserves:	80.00
Voucher Approved Date (MM/DD/YYYY)	01/15/2002
Amount of Correction:	\$0.00

The **Voucher Submission Summary – Delete a voucher** screen displays the voucher with previously entered information. If the voucher retrieved has already been approved, the system will display a message stating that the voucher for the month entered has been approved for payment, and cannot be deleted. If the voucher was submitted through the batch process, the system will display a message stating that the voucher submitted through batch process cannot be retrieved using this function. If there is no voucher found for the search criteria enter, the system will display a message stating that the voucher was not found.

8. Click on Delete Voucher, and the "Voucher Deletion was successful" message displays.

OR

Click on Return to Voucher Submission Query to enter different search criteria.